Continuous Improvements KPI's 2025/26

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Service	Strategic Objective
OCOM 1	% of current tenants in arrears of £1,000+ being actively managed	100%	Local	Annual	Quarter 4	Chris Eyre	Built Environment	Our Communities
OCOM 2	Rent arrears expressed as a percentage of the total rent roll	3.75%	Local	Annual	Quarter 4	Chris Eyre	Built Environment	Our Communities
OCOM 3	Increase the number of affordable homes in the borough, both encouraging people to remain in the borough and attract new families to the area.	Ensure that affordable homes are delivered as per the Local Plan requirement.	Local	Annual	Quarter 4	Jamie Carr	Built Environment	Our Communities
OE1	Oversee and manage the allocation and utilisation of UK Government funding to ensure compliance, transparency and value for money	Available funding is effectively directed toward approved activities with the financial year.	Local	Quarterly		Thomas Maccabe	Policy, Performance & Transformation	Our Economy
OC1	To continue to review and update existing training packages and carry out a Refresher Training Programme to upskill staff across the Customer Services team	Ensure existing training packages are reviewed and updated alongside refresher training programmes	Local	Quarterly		Rachel Maidment	Policy, Performance & Transformation	Our Council

OP1	Develop and deliver a robust comms plan ahead of the introduction of food waste collections	Ensure that through effective communications residents are ready for the change and understand the scheme	Local	Annual	By Quarter 4	Rob Helliwell	Policy, Performance & Transformation	Our Partners
OC2	To review and improve 5 Key IT policies, to ensure they reflect latest technology advances and new security/data measures	To produce 5 new policies	Local	Annual	By Quarter 4	Rav Gill	Policy, Performance & Transformation	Our Council
OC3 (Rolled over)	To finish review of recruitment process and to implement a new recruitment framework and associated training	To implement new recruitment framework and carry out training	Local	Annual	By Quarter 3	Sarah Driscoll	Policy, Performance & Transformation	Our Council
OC4	To continue to review and update HR policies in line with good practice and changes in legislation.	Update HR policies in line with good practice and changes in legislation.	Local	Annual	By Quarter 4	Sarah Driscoll	Policy, Performance & Transformation	Our Council
OC5	Improve the Revs & Bens service by implementing offsite printing for all daily correspondence	All paper correspondence is printed and posted offsite to reduce spending and increase productivity within the teams.	Local	Annual	By Quarter 4	Joy Burton	Policy, Performance & Transformation	Our Council
OC6	Measure the ongoing percentage shift of elector communications from paper-based methods to electronic formats to reduce printing, postage, and processing costs	Reduce by 20%	Local	Annual	By Quarter 4	Samuel Ball	Finance, Law & Democracy	Our Council

OC7	To improve budget management and financial control across the council	To give all finance managers refresher courses on the elements of good financial management, and to teach all personnel involved in purchase ordering best practise.	Local	Annual	Ongoing	Simon Ball	Finance, Law & Democracy	Our Council
OENV1 (Rolled over)	Finish improving the licensing application process through the digitisation of the application forms	To reduce paper applications for various licences to reduce pressure on the Licensing Team and Customer Service	Local	Quarterly	By Quarter 4	Jon Wells	Finance, Law & Democracy	Our Environment
OENV2	Improve business regulation and compliance levels	80% of all businesses that are regulated by the Council comply and have the correct licenses in place	Local	Quarterly	By Quarter 4	Jon Wells	Finance, Law & Democracy	Our Environment
OENV3	To improve the process of allocation, maintenance and termination of allotment across the borough.	Full utilisation of allotment plots by the end of Quarter 4.	Local	Annual	By Quarter 4	Sally Moseley	Neighbourhood Services	Our Environment
OENV4	To improve the process for managing, monitoring and completing Waste queries from residents	To further utilise the incab technology alongside the software capabilities, to minimise genuine missed collections to improve Customer Offering, and enforce the policy for not returning for contaminated or bins that are not out	Local	Annual	By Quarter 4	Ben Wilson	Neighbourhood Services	Our Environment